

GDPR Privacy Policy

Tours Isle of Man Limited Privacy Notice

Who are we?

This Privacy Notice is provided by Tours Isle of Man Limited. We are a controller of your personal data under the General Data Protection Regulation (GDPR) from 25th May 2018.

What is the purpose of this Privacy Notice?

This Privacy Notice explains how we collect, use, share and protect your personal data. It applies to any passenger travelling on a holiday, and to individuals and organisations hiring a coach from us.

Whose personal data do we collect?

We collect and process personal data about individuals who may be current, former, or prospective customers and where applicable, their travelling companions.

What kind of personal data do we collect about you?

We collect from you, personal data such as your name and address, as any other information we ask you to provide on our application forms, related documents, and/or on our website.

How do we collect your personal data?

We may collect your information when you provide it to us either by means of booking forms, and/or on our website, or from correspondence and conversations.

Do we collect personal data about you from third parties?

We may also collect your personal data from our agents and/or from the lead passenger on a booking.

How will we use your personal data?

We use your personal data to

- a) Perform our contract with you. That is to administer and deliver your holiday or coach hire.
- b) Comply with our legal obligations.
- c) Pursue our legitimate interests such as recovering debts owed by you to us
- d) Recording and monitoring conversations, calls, and electronic communications for record

keeping, security, quality, staff training and other business purposes.

e) Purchasing services from third parties which support us in providing our services to you.

f) Maintaining the relationship and otherwise interacting with you.

g) Undertaking business analysis and market research relevant to our business.

h) Protecting our interests, including establishing, exercising and defending legal rights and claims.

What are the consequences if you fail to provide us with the requested personal data?

If you do not provide the data which we require for either administrative or legal purposes, then we will not be able to make or fulfil a contact with you and this may result in you being unable to travel.

Who do we share your personal data with?

We may share your data with our agents and ferry companies when booking a holiday. When this data is shared, we ensure they do so in accordance with our instructions and that they put appropriate technical and organisational security measures in place to adequately protect your personal data.

We may disclose your personal data to third parties when we are legally required to do so.

How do we protect your personal data?

We have implemented technology and policies with the objective of protecting your personal data from unauthorised access and improper use.

How long do we hold your personal data for?

We keep your personal details for as long as we have a relationship with you. When deciding how long to keep your personal details after our relationship with you has ended, we take into account our legal obligations and regulators' expectations. We may also retain records to investigate or defend potential legal claims.

What are your rights in relation to the personal data we hold about you?

You have the right subject to applicable laws and in the right circumstances, to see what information we hold about you, to rectify it and to request erasure of your personal data. You can ask us to restrict processing of it, or to transfer it, or object to our use of it. Should you wish to exercise these rights please contact us.